Job Title – Site Services Officer

Grade – Scale 3

Job Description

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| Job Purpose |
| To provide a professional Facilities Management support service. |
| Major Tasks |
| * To support the Council’s vision and priorities both internally and externally. * To provide a secure and safe working environment at designated properties * To carry out such tasks that will facilitate business continuity at designated properties e.g. minor repair works, fire prevention and safety support, recycling waste materials, monitoring utilities usage. * Carry out repairs and maintenance tasks, or commission the services of contractors if necessary. * Overall day to day responsibility for security arrangements at designated properties * Support the Council’s approach to asbestos removal and fire safety across all buildings. * To ensure that the property is maintained as well as ensuring that the appropriate service is available. * Support colleagues within the service area at other sites including schools. |
| Contacts & Relationships |
| * Group Manager - Service needs in respect of managing Facilities and Energy Management * Team Leader – Service needs in respect of managing Facilities and Energy Management * Team Members – Regular dialogue as part of Facilities Management team * Head Teachers and Governors - Service delivery issues affecting individual school sites. * Other Council employees – Close liaison to ensure that all staff are kept informed of issues affecting Council buildings. * Private Sector – Working with contractors and suppliers to deliver the Service |
| Creativity |
| * Support the management of all service contracts including ensuring the Council adheres to all relevant legislation. The post holder must be able to approach the diverse nature of the role in a creative and sometimes spontaneous manner to facilitate business continuity. |
| Decisions |
| * The post holder is required to make daily routine decisions regarding his/her own work priorities. * The post holder will manage and process reports, information logs and other essential data received relating to service delivery and be required to take the appropriate action. |
| Management & Supervision |
| * The post holder has no direct supervisory responsibilities but will be expected to organise the activities of contractors on a regular basis. |
| Supervision Received |
| * The post holder is line managed by the Team Leader (building support, contracts and caretakers). The postholder will be required to act on their own initiative to identify and resolve problems affecting major items of plant and building services, e.g. heating or security systems failure and snow clearance. |
| Complexity |
| * The post holder will be able to demonstrate that they have good property maintenance skills, both theoretical and practical along with the ability to maintain work related records, reports etc. * The ability to multi task and adjust work programmes and deal with competing priorities. * The post holder will negotiate and work in partnership with contractors and suppliers through contractual relationships * The post holder will be required to balance the need for a high quality Facilities Management service with a strong commercial approach * The post holder will be practiced in the requirements of relevant health & safety legislation e.g. fire safety, control of legionella, manual handling and other safety related tasks. * The post holder must have a flexible approach to work and be prepared to work split days when providing school caretaker cover. |
| Resources |
| * Tools and surveying equipment * Driving of works van to and from jobs |
| Impact |
| * Will ensure the Councils built estate is maintained to a satisfactory standard * Responsibility for the security of buildings. |
| Physical Demands |
| * Daily visits to Council buildings for inspection and maintenance |
| Working Environment |
| * Primarily mobile working across a range of Council buildings |
| Emotional Context |
| * The role does not involve having contact with upsetting/distressing subject matter as an inherent part of the job |
| Other |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

Person Specification

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| Criteria | Standard |
| Qualifications | * NVQ level 2 or equivalent in Facilities Management. * C&G or working towards in a craft skill. * H&S related qualification or proven training record. |
| Experience | Experience in the provision of services within operational buildings and/or , schools. Experience of delivering cost effective services in a commercial environment. |
| Knowledge | * A good understanding of property maintenance techniques inc plumbing, painting and decorating. * A good all round understanding of property management. * Knowledge of relevant legislation and policy |
| Skills | * Ability to work flexibly to respond effectively to new priorities and tasks and adapt to a changing environment. * A good track record that demonstrates success, achievement and the ability to get things done. * Good ICT skills. * Ability to carry out repairs and maintenance tasks to a good standard. * Responsibility for the operation and security of large buildings and for the maintenance of a safe environment. * Able to organise own work patterns and also to work unsupervised on a regular basis. * The post holder must be prepared to work unsociable hours from time to time including evenings, weekends and bank holidays. * Good all round property maintenance skills |
| Personal style & behaviours | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Develops good relationships with others by behaving with integrity, treating people with respect and leading by example. * Promotes diversity and equality of opportunity. * Demonstrates a professional approach which generates credibility and confidence. * Demonstrates creativity, initiative, diplomacy, resourcefulness and resilience in a demanding and fast-paced environment. * Tenacious drive for continuous improvement and making a real and positive difference for people within local communities. |
| Fluency Duty | .  This post has been identified as not being a customer facing role and therefore is not subject to Fluency Duty requirements |
| **Political Restrictions\*\*** |  |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

*\*\* Political Restrictions*

*Certain posts in the council are designated as ‘politically restricted’, which means that the post holder must not have any active political role either in or outside of work. Employees who have politically restricted posts are responsible for ensuring they do not engage in restricted activities. Where a post has been identified as politically restricted, the following statement must be included within the Person Specification:*

This post has been identified as being politically restricted.

*Where the post has been identified as* ***not*** *being politically restricted, the following statement must be included:*

This post is not subject to political restrictions.